



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
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CONSUMER PROTECTION DIVISION
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Press Release

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FOR IMMEDIATE RELEASE

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ATTORNEY GENERAL DARRELL MCGRAW SETTLES WITH PRECISION WINDOWS AND DOORS, A SOUTH CHARLESTON CONTRACTOR

Attorney General Darrell McGraw reached a settlement with Precision Windows and Doors, L.L.C., its owner, Jamie Crawford, and Brian Lanham, the contractor who worked under Precision Windows' contractor's license. Precision Windows sold home improvement goods and services, including doors, windows, and siding.

Last fall, the Attorney General's office began receiving complaints against Precision Windows. Specifically, consumers complained that they had paid Precision Windows deposits between \$500 and \$1900 and the company never returned to their homes to do the work. One consumer complained that Precision Windows started working at her home but left before completing the job. This consumer had to hire another local contractor to finish the work. None of these consumers were given a notice of their three day right to cancel as required by law.

Initially, McGraw's office attempted to mediate the consumers' complaints. When Precision failed to respond to the Attorney General's mediation efforts, he filed a lawsuit in the Circuit Court of Kanawha County.

All of the consumers who filed complaints with the Attorney General prior to April 17, 2006 will receive full refunds. Precision Windows has also agreed to provide refunds for consumers who file a complaint by June 1, 2006 if they can provide written proof of their loss.

In addition to providing refunds, Precision Windows, Jamie Crawford and Brian Lanham have agreed to cease doing business as home improvement contractors until all complaints have been resolved. Finally, these individuals agreed to post a bond of \$10,000.00 with the Contractors Licensing Board before pursuing any future home improvement business.

"Although we were very successful in our lawsuit against Precision Windows," said Attorney General McGraw, "consumers must remember to thoroughly check out contractors before giving them any money." Tips for hiring a contractor can be found by clicking on this link. ([Click Here](#))

If you have been victimized by Precision Windows and Doors, contact Attorney General McGraw's Consumer Protection Division at 1-800-368-8808 or by downloading a complaint form from this site.

To download and print a complaint form, please click on the General Consumer Complaint Form link at the top of this page.

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